

# EXHIBIT MAC-5

## **COVAD PROPOSED SPECIAL REQUEST LANGUAGE**

### **1 AVAILABILITY OF FUTURE FEATURES AND FUNCTIONS**

- 1.1. **AMERITECH-ILLINOIS** shall collaborate with CLECs to ensure that additional features and functions that are technically and economically feasible are introduced.
- 1.2. ~~A feature and/or function shall be deemed “technically feasible” if such capability has been made commercially available by the manufacturer of the DSL-enabled NGDLC deployed by **AMERITECH-ILLINOIS**.~~
- 1.3. ~~A feature and/or function shall be deemed “economically feasible” if the CLEC is willing to pay TELRIC-compliant rates based on the per-unit capacity cost associated with that feature and/or function (e.g., for the amount of bandwidth dedicated to or used by the CLEC).~~
- 1.4. Should the vendor of any DSL-enabled DLC, including NGDLC deployed in conjunction with Project Pronto, develop in the future, for use with such vendor’s NGDLC equipment, a feature and/or function (such as other versions of xDSL or additional ATM QoS offerings) desired by CLEC, or should CLEC desire a higher grade ATM QoS than currently made available, CLEC may submit a request to SBC for such feature, function or ATM QoS. Requests for such capabilities shall fall into four separate categories, depending on the type of request. The categories are as follows: 1.) Special Request for a new feature and/or function that is not currently commercially available by the manufacturer (New Feature and/or Function Development), 2.) Special Request that involves a software upgrade only, (Software Only Upgrade) 3.) Special Request that requires a new type of line card to be installed at the remote terminal (Line Card), and 4.) Special Request for a feature and/or function that is commercially available from the manufacturer, but has not yet been tested and approved by SBC (Approval For Use).

### **2. SPECIAL REQUEST – NEW FEATURE AND/OR FUNCTION DEVELOPMENT**

- 2.1. Should CLEC desire a specific feature and/or function not presently commercially available from the manufacturer of the DSL-enabled DLC, CLEC will follow the Special Request – New Feature And/Or Function Development Process outlined herein. This process is specifically designed to examine technical feasibility, formulate developmental processes, indicate pricing, and work collaboratively with the vendor to provide deployment timeframes for the unique feature and/or functionality being requested. If requested by CLEC, **AMERITECH-ILLINOIS** will hold a review meeting prior to the actual submission of the Special Request to discuss the specific arrangement with CLEC in an attempt to determine technical feasibility. Such meeting will be held within five (5) business days of CLEC’s request.
- 2.2. CLEC will submit in writing to **AMERITECH-ILLINOIS** the Special Request Process Application, with appropriate operational narrative, drawings, technical references, location(s) for deployment, requested implementation date(s), and a non-binding forecasted quantity over a (36) month period. A \$100 fee will accompany the Special Request application. This Application is available in the CLEC Handbook.
- 2.3. **AMERITECH-ILLINOIS** will acknowledge receipt of the Special Request Process Application within one (1) business day. Such acknowledgement will be sent to the CLEC via e-mail, as well as though U.S. Mail.

- 2.4. AMERITECH-ILLINOIS shall provide a preliminary analysis no later than forty five (45) business days following CLEC submission of the Special Request Process Application. If AMERITECH-ILLINOIS determines that further development is technically feasible, AMERITECH-ILLINOIS will return to the CLEC an analysis with a price quote with indication of a cap on the anticipated developmental costs, based on the information provided by the CLEC. AMERITECH – ILLINOIS shall also provide CLEC with a developmental timeline detailing due dates for specific project milestones. If AMERITECH-ILLINOIS believes that further development is not technically feasible, AMERITECH-ILLINOIS will provide CLEC a detailed written explanation of the basis for its belief.
- 2.5. CLEC will notify AMERITECH-ILLINOIS by written authorization whether to proceed with development within ten (10) business days from receiving the AMERITECH-ILLINOIS analysis and price quote.
- 2.6. If CLEC requests to proceed with development, AMERITECH-ILLINOIS shall work collaboratively with the vendor of the DSL-enabled DLC and will inform the CLEC of the prospective delivery date as soon as available. CLEC will be responsible for the TELRIC-based up front development costs incurred by AMERITECH-ILLINOIS in response to any request for which the CLEC has requested AMERITECH-ILLINOIS to proceed with development.
- 2.7. Should CLEC cancel the request after informing AMERITECH-ILLINOIS that it wishes to proceed with development, cancellation charges will be applied, not to exceed the TELRIC-based development costs incurred by AMERITECH-ILLINOIS up to and including the point of cancellation.

### 3. SPECIAL REQUEST-SOFTWARE ONLY (E.G., G.LITE)

- 3.1. Upon receipt of a Special Request Process Application from a CLEC as outlined above for a feature and/or function that only requires a software upgrade, AMERITECH-ILLINOIS will make available the requested feature and/or function to the requesting CLEC, at the locations specified by CLEC (provided such locations are DSL-enabled locations), within thirty (30) calendar days of the receipt of CLEC's confirmation to proceed with the deployment of the requested feature and/or function.
- 3.2. Upon receipt of the initial CLEC Special Request Process Application for a feature and/or function that only requires a software upgrade, AMERITECH-ILLINOIS will acknowledge receipt of such request within one (1) business day and will provide the CLEC with a price quote of the estimated TELRIC-based amount on a per-unit basis. Such quote shall include at a minimum the estimated price of the feature and/or function on both a monthly recurring and non-recurring basis, and shall be provided to CLEC within 10 business days of receipt of such request. If SBC has previously determined the cost for such offering, then the quote will be provided to CLEC within one (1) business day. Following this response, CLEC will be provided 10 business days to determine whether CLEC would like to proceed with deployment of the feature and/or function.
- 3.3. AMERITECH – ILLINOIS will perform the requested software upgrades within thirty (30) calendar days from the receipt of the CLEC's confirmation to proceed with the deployment of the requested feature and/or function.

### 4. SPECIAL REQUEST – NEW TYPE OF LINE CARD (E.G., G.SHDSL)

- 4.1. Upon receipt of a Special Request Process Application from a CLEC as outlined above for a feature and/or function that requires a new line card to be deployed in the DSL-enabled DLC, **AMERITECH-ILLINOIS** will make available such a feature and/or function to the requesting CLEC, at the locations specified by CLEC (provided such locations are DSL-enabled locations) within thirty (30) calendar days of receipt of CLEC's confirmation to proceed with the deployment of the requested feature and/or function.
- 4.2. SBC shall follow its Unbundled Network Element Facility Modification and Construction Policy ("FMOD") Issue 4.1, released June 2001, when determining facility availability.
- 4.3. Upon receipt of the initial CLEC Special Request Process Application for a feature and/or function that requires the deployment of a new line card, **AMERITECH-ILLINOIS** will acknowledge receipt of such request within one (1) business day and will provide the CLEC with a price quote of the estimated TELRIC-based amount on a per-unit basis. Such quote shall include at a minimum the estimated price of the feature and/or function on both a monthly recurring and non-recurring basis and shall be provided to CLEC within ten (10) business days of receipt of such request. If SBC has previously determined the cost for such offering, then the quote will be provided to CLEC within one (1) business day. Following this response, CLEC will be provided ten (10) business days to determine whether CLEC would like to proceed with deployment of the feature and/or function.
- 4.4. **AMERITECH-ILLINOIS** will perform any necessary software and hardware upgrades within thirty (30) calendar days from the receipt of CLEC's confirmation to proceed with the deployment of the requested feature and/or function.

## **5. SPECIAL REQUEST – APPROVAL FOR USE ("AFU") PROCESS**

- 5.1. If a feature and/or function that is commercially available from the manufacturer has not been tested by SBC, SBC, at its option, shall perform a field test to verify that the requested feature and/or function will work in the company's existing network. The AFU process will only be necessary for the first request submitted by any CLEC for a specific feature and/or function.
- 5.2. **AMERITECH-ILLINOIS** will introduce the requested feature and/or function into the AFU process upon receipt of a CLEC response confirming its agreement to move forward with the feature and/or function. Following such confirmation, the AFU process will be completed within forty (40) business days. **AMERITECH-ILLINOIS** will make available the feature and/or function at the specified DSL-enabled RT sites no later than thirty (30) calendar days after the completion of the AFU Process for the requested feature and/or function.